



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**



Contact: Sandy Land
Phone: 373-2933

TELECOMMUNICATOR AWARDED FOR OUTSTANDING SERVICE

GREENSBORO, NC (April 10, 2006) – The Guilford Metro 9-1-1 Emergency Communications Division is pleased to announce the recipient of the 2006 Telecommunicator Achievement Award. This honor recognizes individuals who go above and beyond the call of duty in assisting with emergency and non-emergency calls for the more than 430,000 residents and estimated 100,000 daily visitors to the Greensboro / Guilford County area. Nominations were submitted and voted on by personnel from the Guilford Metro 9-1-1 Communications Center. The 2006 winner is Robin Grassi of the Guilford Metro 9-1-1 Communications Justice Site. Grassi has been employed by the Guilford Metro 9-1-1 Center for 11 years and assists with their Public Relations and Wellness committees. “Robin’s enthusiasm and excellent job performance made her the obvious choice for this award,” says Donna Estes, Communications Operations Manager for Guilford Metro 9-1-1.

The selection of the Telecommunicator of the Year coincides with National Telecommunicators Week which begins April 10 through April 15. An award ceremony honoring Grassi and other telecommunicators will be held at the Justice Complex, 1201 Coliseum Boulevard, on April 21 at 10 am.

Upon completion of the consolidated facility in the summer of 2006, Guilford Metro 911 will be open for tours by appointment. To schedule a tour, contact the Guilford Metro Communications Services Division at 373-2933. The center is also available throughout the year to host civic or local community events and can provide speakers.

Guilford Metro 9-1-1 is the creation of Guilford County and the City of Greensboro. Guilford Metro 9-1-1 will consolidate two of the three 9-1-1 centers in Guilford County. Once completed, in 2006, the state-of-the-art unified communication center will consolidate similar functions, personnel, equipment, systems, and improve service delivery to public safety

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and Guilford County/Greensboro citizens. Guilford Metro 9-1-1 will provide a central location for the citizens to make One Call to One Center and receive One Source for public safety needs.

The City of Greensboro works in partnership with the community to increase the quality of life for all residents by fostering an environment of inclusion, diversity, and trust. As the seventh largest employer in Greensboro, the City has a dedicated professional staff of 2,800 employees who maintain four core values of honesty, integrity, stewardship, and respect. The City is governed by a council-manager form of government with a mayor and eight council members. For more information on the City of Greensboro, please visit us online at www.greensboro-nc.gov.

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